



# Annual Review

## 2022 - 2023



# Our impact: 2022-2023



**165**

Families with

**465**

Children received 1:1 family support work from Family Resource



**707**

Residents supported by Community Builders to move their ideas into action

Supported

**152**

Groups with new initiatives

Hosted

**305**

Events and activities

Carried out

**1848**

listening with local residents



**32**

New groups

**96**

Existing groups supported by Exeter Connect

**32**

Meetings

**23**

Events

**£27,846**

NHS Winter Pressures grant distributed to

**13**

organisations



**101**

Adults received

**1:1**

Workshop support from Transitions Bike Bank Remade



**57**

Volunteers gave

**2,075**

hrs

Equating to

**£22,618**

(based on Real Living Wage at £10.90 hr)



# Chair's Introduction



Exeter Community Initiatives celebrated its 30th anniversary this year. As one of the city's longest-running charities, we help people to improve wellbeing and build skills, support families facing challenges and hardships, and help communities to thrive.

Over the last three decades, many people in Exeter and the surrounding area have experienced what must feel like successive waves of crises: from Covid and the rising cost of living to food insecurity, fuel poverty, education gaps, mental health challenges and social isolation.

Whatever the cause, ECI continues to 'Help where it matters most', working alongside people, families and communities to improve connections, develop capacity, improve wellbeing and support each other. We do this every day in every way we can. ECI is a precious asset, providing a social infrastructure that has been carefully built up over a thirty-year period. It's a resource that has proven to be nimble and trusted – able to quickly put in place projects and initiatives that make a real difference to people's lives.

Helping where it matters most. Every day. Work that wouldn't happen without ECI's amazing team of staff and volunteers, as well as our generous Friends, funders and supporters. Please join and help us by giving whatever support you are able, as a Friend of ECI, donor, fundraiser or volunteer.

Yours faithfully

*Tim Goodwin*

**Chair of ECI Council**



# A local charity helping where it matters most

We help people improve wellbeing and build skills, support families facing challenges and hardships, and help communities to thrive.



We have continued to deliver against our four strategic aims

- 1 Innovate and develop new initiatives that offer practical solutions to address unmet need.
- 2 Maintain high standards on organisational process in our project work and relationship with partners.
- 3 Enable staff to deliver high quality outcomes for the individuals and communities we support.
- 4 Build strong relationships with individuals, communities and other stakeholders we work with.



# A fantastic team of staff & volunteers!

Our staff and volunteers are our number one asset. Without them, we couldn't help people, families and communities where it matters most.

We have 48 staff and 57 volunteers. Our staff work with children and families; vulnerable adults; community projects and customers in retail environments. This year our amazing volunteers gave 2,075 hours of their time, that's equivalent to £22, 618!



# Our Projects

We support people to take control of their lives by developing targeted community projects that meet local needs. Each project is designed to tackle a particular issue. Through this approach we can maximise our impact, working across ECI to deliver bespoke services that are timely and relevant to the people we support.



Bike Bank



*Helping where it matters most*



Transitions



Community Builders



Exeter Connect



Family Resource



Jelly



Remade



# Bike Bank

Bike Bank started in 2013 offering practical skills training in a supportive workshop environment for vulnerable adults with multiple disadvantages and occasionally for younger people not in mainstream education.

Working in partnership with Ride On, a local social enterprise, training takes place at their Quayside workshop.

This year we received 58 referrals and were able to accommodate 32 learners with 26 completing the course.

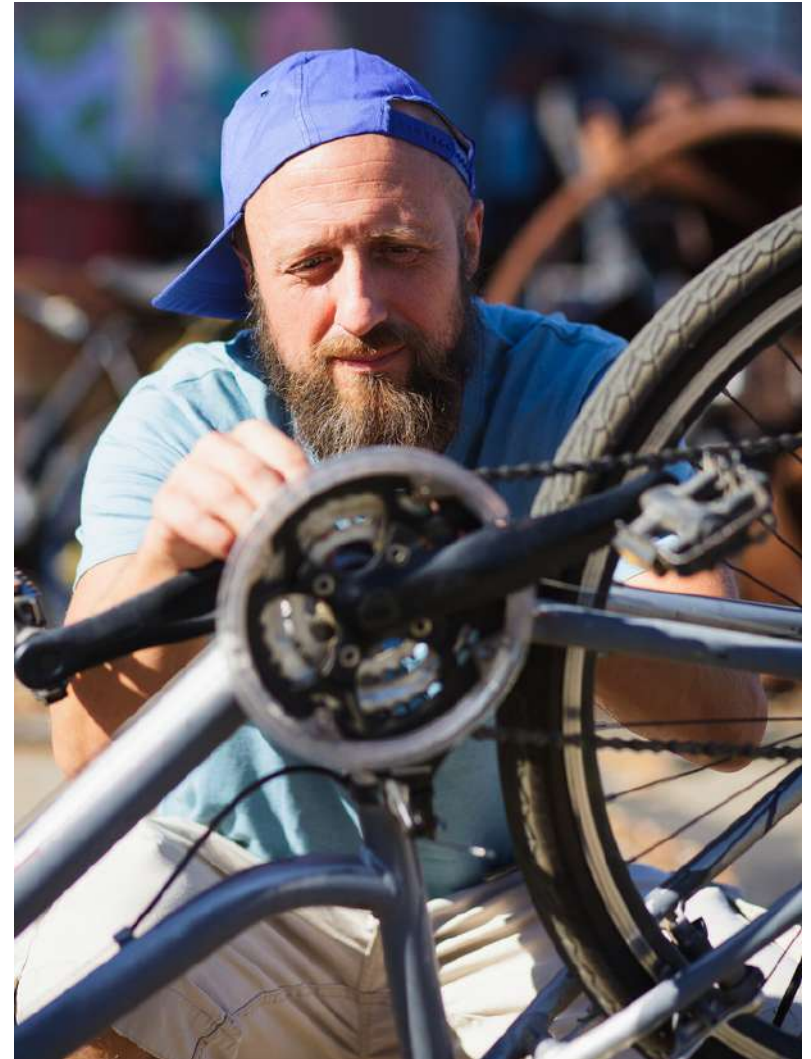
## Highlight

26 people  
completed  
course

“

Everyone was friendly  
and made the space  
very welcoming,  
my mood was  
always better after  
a session.

**Bike Bank Trainee**



# Community Builders

The Community Builders are part of the Wellbeing Exeter programme. This is a combination of social prescribing and Asset Based Community Development (ABCD) to enable individuals and communities to improve and promote their own wellbeing. We have a Community Builder in each of Exeter's 13 wards and in Cranbrook.

Over the last year, we have worked more proactively in addressing gaps and opportunities. From bringing a network of local representatives together to develop ideas around a gap in Youth Provision, to working with residents to develop creative ways of making use of under-utilised community facilities or resources.

## Highlight

Supported 707 residents to move their ideas into action

“

None of this would be possible without the help and support of Jayne, my Community Builder. She has helped me from the start and inspired me to take events on.

Wendy





# Family Resource

Family Resource helps families with children facing challenges and hardships such as breakdown in family relationships, recovery from crime, parenting issues, social isolation, housing problems and debt.

Our team work in a trauma-informed and person-centred way, ensuring individuals, couples and families feel heard.

We recently joined a partnership of local providers who deliver work for Victim Support. The partnership was awarded a new tender in January and, as a result, we'll be expanding our work into Cornwall.

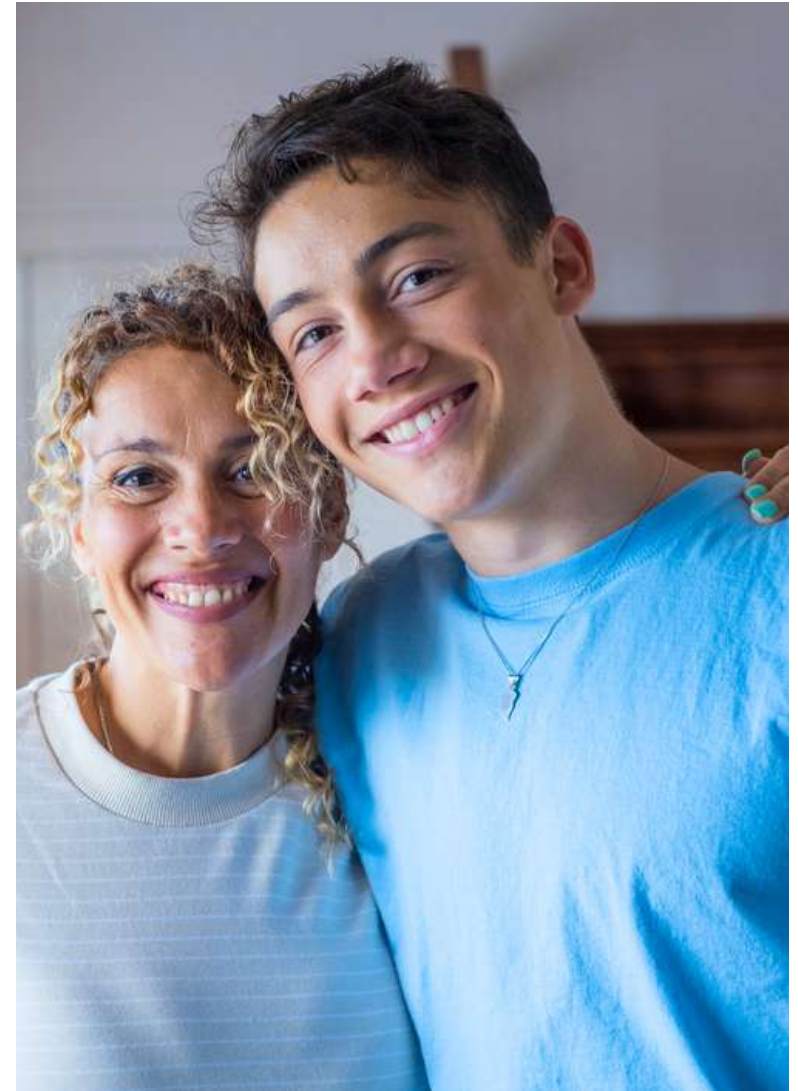
## Highlight

1:1 Family Support  
Work to 165  
families with 465  
children

“

Denise supported us through a really tough time, I have always felt heard and validated and I am really happy that we now have the right support in place.

**Parent**



# Exeter Connect

The Exeter Connect service, commissioned by Exeter City Council, provides free, independent, professional and practical advice to existing and new voluntary organisations and community groups in the city to help them develop and become self-sustaining.

During the year Exeter Connect provided bespoke advice and support to 32 new and emerging groups and organisations as well as to 94 existing organisations. We delivered a range of training courses identified as a need by the sector and facilitated 8 interest based and place based Networks, hosting a total of 32 meetings during the year that involved 96 organisations.

## Highlight

2 Volunteer Fayres  
involving 96  
organisations and  
attracting over 950  
members of the  
public

“

Last year's Volunteer Fayre was very positive. We obtained 10 potential volunteers on the day. It was a good day not only to recruit volunteers but network with other organisations.

**Devon Communities Together**





# Jelly

Jelly is ECI's children's charity shop selling quality, preloved items at affordable prices. In Summer 2022, we completed a full refurbishment, creating a social space with a baby-changing room, a sofa area for mothers to breastfeed and for parents to relax while their children play at a table stocked with toys and colouring books.

We hosted a wonderful reopening party with live music from Hannah Ruby, face painting, cupcakes, goodie bags and a raffle with prizes generously donated by businesses across Exeter.

Since reopening, Jelly has hosted several children's events including crafting activities, a family rave and a theatre show.

## Highlight

Jelly's reopening party attracted over 100 guests in the first hour!

“

We love Jelly! The staff always make us feel so welcome and we're so grateful. We always find lovely toys, clothes and books and knowing it's all for such a good cause is even better.

Customer



# Remade

Remade started as a pilot in 2021 to improve health and wellbeing through learning upcycling skills.

From October to December, Remade was awarded an ESF Community Grant to deliver a 10-week upcycling course which included information and advice on work and education opportunities.

For the remainder of the year Remade has been funded by ECI to deliver textile upcycle sessions in the local community.

## Highlight

Textile upcycling attendance averaged 6 people per session allowing for individualised support

“

Super group of friendly people and I was thrilled with the draught excluder I made.

**Course participant**





# Transitions

Transitions provides small group workshops, meet ups and 1:1 coaching on the practical and emotional challenges people encounter on a daily basis such as managing anxiety, budgeting and decluttering.

We work with adults, experiencing isolation, vulnerability and/or other disadvantages, and who have limited support networks, helping them to make positive changes.

The total number of beneficiaries remains close to our goal of working with 75 people.

## Highlight

Trained 12 new  
volunteer  
coaches and  
maintained a  
pool of 27  
volunteers

“

All the people on the course and the people running it were really inspiring. Really, really enjoyed it, had a feel-good effect too, which I didn't expect.

**Workshop participant**



# Make a difference

Thanks to our supporters and funders for their continued support.



Thanks to **Friends of Exeter Community Initiatives** members for your loyal support and incredible financial contributions. We received £14,232 (including gift aid) in individual donations and a further £560 from churches and other organisations through this scheme.



**Local churches:** Central Exeter PCC, Chulmleigh Congregational Church, Clyst St George PCC, South Street Baptist Church, Southernhay United Reform Church, St Michaels and All Angels.



**Exeter City Football Club Supporters' Trust** who have continued their charity partnership with ECI.



**Local business:** We Are Shop, John Lewis, Waitrose, Building Forum, Sunshine Cricket Club, Catholic Women's League, Essence, E Little, T Langmaid & L Berry for your kind and generous donations.





# Thanks to our funders & partners



# Get involved!

The cost-of-living crisis has impacted on our funding resulting in several projects coming to an end. Your support in 2024 will help us continue our work in the future.



## Volunteer

Join our team of volunteers working across a variety of projects.



## Leave a Gift in your Will

Make a lasting impact or remember a loved one by leaving a gift in your Will.



## One-Off Donation

A quick and easy way to make a big difference in your local community. Donations via cheque to 'Exeter Community Initiatives' or online.



## Newsletter

You can sign up to our quarterly newsletter updating you on our work.



## Friend of ECI

Through our Friend of ECI scheme you can make a regular, longer term donation.



## Fundraise

Join our amazing team of fundraisers and help raise money for ECI!.



# Follow us on social media!



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@ExeterCI



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